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Indigenous Access: Three practitioner perspectives on citizen engagement; Part IV. Case Studies: Fostering community engagement and connectedness; 14. Singapore's Social Safety Net and Human Service Provisions; 15. Challenges in Engaging Citizens as Partners in the Community Sector; 16. Challenges in Engaging Citizens as Partners in Housing
17. Building Citizen Feedback into Program Redesign
18. New Ways of Engaging Citizens in Service Delivery; 19. Dilemmas of Engagement: Seriously empowering our community; 20. Volunteers as Agents of Co-productio; Part V. Case Studies: Engaging with information technology and new media; 21. Informing Tax Policy Legislation: Thinking differently about consultation processes; 22. Inland Revenue New Zealand: From hosting consultations to managing conversations

Sommario/riassunto

This book explores the ways in which governments are putting citizens first in their policy-making endeavours.
